

## **Transcript: Justin**

**Mills-6319461022089216-5895705321586688**

### **Full Transcript**

Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Yeah. So, I just got this notice that I haven't been... if it's transferred, and I already have a insurance company. So, I wanted to know how is that possible? Mm... what's the staffing agency you work for? NOR. Okay. Well, I do know that NOR Staffing is a new client of ours, so everything that was switched over, um, so we're your new administrators for NOR Staffing. Well, my ben-... what I'm saying is my benefits had nothing... So, do I have to contact NOR? Because my benefits had nothing to do with NOR either. Um... No. Um, so the text message you received was just a courtesy reminder from NOR Staffing that was sent to all of the NOR Staffing employees, letting 'em know that ev-... we were... they were switched over to us. However, if you don't have- Okay. ... benefits offered through NOR Staffing, you can go ahead and disregard that message, okay? Okay. Okay. All right. Thanks. Have a wonderful day, all right? You do the same. Thank you. Bye-bye. All right. That's it.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit Center Card. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah. So, I just got this notice that I haven't been... if it's transferred, and I already have a insurance company. So, I wanted to know how is that possible?

Speaker speaker\_0: Mm... what's the staffing agency you work for?

Speaker speaker\_1: NOR.

Speaker speaker\_0: Okay. Well, I do know that NOR Staffing is a new client of ours, so everything that was switched over, um, so we're your new administrators for NOR Staffing.

Speaker speaker\_1: Well, my ben-... what I'm saying is my benefits had nothing... So, do I have to contact NOR? Because my benefits had nothing to do with NOR either.

Speaker speaker\_0: Um... No. Um, so the text message you received was just a courtesy reminder from NOR Staffing that was sent to all of the NOR Staffing employees, letting 'em know that ev-... we were... they were switched over to us. However, if you don't have-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... benefits offered through NOR Staffing, you can go ahead and disregard that message, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: All right. Thanks.

Speaker speaker\_0: Have a wonderful day, all right?

Speaker speaker\_1: You do the same.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_2: All right. That's it.